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Washington, D.C. 20005
Voice 202 336-7890
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Fran Folgner
Filing Manager



July 17, 2000

RECEIVED

JUL 17 2000

Handwritten note: Mr. Dale Hatfield
Chief - Office of Engineering and Technology
Federal Communications Commission
445 12th Street, SW
Room 7-C155
Washington, DC 20554

Mr. Dale Hatfield
Chief – Office of Engineering and Technology
Federal Communications Commission
445 12th Street, SW
Room 7-C155
Washington, DC 20554

Re: Final Service Outage Report

Dear Mr. Hatfield:

In accordance with the requirements in CC Docket 91-273, enclosed is the Final Service Disruption Report for the Bell Atlantic service outage that occurred on June 18, 2000 affecting Southwest Philadelphia, PA.

Please call me if you have any questions about this report or other service outage issues.

Sincerely,

A handwritten signature in cursive script, appearing to read "Fran Folgner".

Enclosure

cc: R. Kimball
K. Nilsson

WIRE LINE OUTAGE REPORTING TEMPLATE

Reporting Carrier Bell Atlantic	Date of Incident 06/18/2000
Time of Incident 15:15	Geographic Area Affected Southwest Philadelphia, PA
Services Affected <div style="display: flex; justify-content: space-between;"> <div style="width: 40%;"> IntraLATA Intraoffice IntraLATA Interoffice InterLATA Interoffice E911 </div> <div style="width: 10%; text-align: center;"> <input type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> </div> <div style="width: 40%;"> Number of Customers Affected Estimated 82,600 Number of Blocked Calls 44,000 Outage Duration <div style="display: flex; justify-content: space-around;"> 6 Hrs 0 Min </div> </div> </div>	
Background of the Incident <p>On June 18 at 3:15 PM, the Optical Carrier (OC) 48 between the Sherwood and Evergreen Central Offices (CO) experienced a total loss of service. The Network Control Center (NCC) received multiple alarms for T1s and T3s and, after further analysis, determined the OC 48 had failed. The alarms for the OC 48 multiplexer were not being monitored in Network Management Analysis (NMA).</p> <p>The NCC dispatched technicians to both offices however, a technicians did not arrive at Evergreen until after 7:30 PM. At 8:00 PM, a decision was made to remove the fiber cable from the side two receiver on the multiplexer in Sherwood and "force switch" the node to side one. This occurred at approximately 8:30 PM and the NCC began to see the alarms clear. By 9:15 PM, all alarms cleared, restoring the OC48 to full service.</p> <p>Subsequent investigation has determined that on June 15, 2000, a plumbing contractor drilled and damaged the fiber cable that carries this OC48. The fiber cable continued to degrade over the next three days, generating many alarm conditions on various systems that may have pointed to this imminent failure. Bell Atlantic personnel have been unable to determine exactly why the system did not switch to the protection channel in another cable. Analysis of the trouble pattern indicates the possibility that the light level was fluctuating causing the T1s to noise up and fail, but not enough to fail the receiver card and switch the multiplexer to the protect side.</p>	
Direct Cause Cable Damage	
Root Cause Procedural – Service Provider – Insufficient Training	

Name and Type of Equipment NEC ITS-2400 OC48	Specific Part of the Network Involved Interoffice Cable
Methods Used to Restore Service The multiplexer was manually switched to the other side.	
Steps Taken to Prevent Recurrence of the Incident <ul style="list-style-type: none"> Recently upgraded multiplexers (ITS-2400) not appearing in the NMA will be identified and necessary components ordered to insure connection to the alarm monitoring system. NCC technicians will be covered on the importance of log and trouble ticket entries on all troubles to establish clearer communications. 	
Evaluation of Best Practices <p>The following "Best Practice" recommended by the FCC's Network Reliability Council's publication, June 1993, <i>A Report to the Nation</i>, applies to this outage: Section A, Paragraph 6.1.1, Best practice to prevent fiber cable damage caused by digging.</p> <p>The contractor did the call before digging and Bell Atlantic marked the cable location before the contractor drilled through the cable.</p> <p>Another "Best Practice" recommended by the Network Reliability Council in their report "Network Reliability: A Report to the Nation," applies to this outage: Section B, Para.9.0 "Recommendations to Prevent Long Events."</p> <p>Network personnel must be adequately trained in trouble detection and isolation processes as well as escalation procedures in order to reduce duration of the outage.</p>	
Contact Person Fran Folgner	Telephone Number of Contact Person 202-336-7890

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**BELL ATLANTIC
FCC NETWORK DISRUPTION
INITIAL REPORT**

TICKET #: BYG-Q5C

1. DATE AND TIME OF INCIDENT: 06/18/2000 03:15:00 PM
2. GEOGRAPHIC AREA AFFECTED: Surrounding areas PA *Sherwood*
3. MAXIMUM NUMBER OF CUSTOMERS AFFECTED:
4. TYPE OF SERVICES AFFECTED:
☐ EMERGENCY-SERVICE ☒ INTERLATA ☐ INTRALATA ☐ 800 SERVICES ☐ OTHER
5. DURATION OF OUTAGE: 6 hrs 5 mins
6. ESTIMATED NUMBER OF BLOCKED CALLS:
7A. TYPE EQUIPMENT: Fiber - Sonet Equipment VENDOR:
7B. APPARENT OR KNOWN CAUSE OF INCIDENT:
Cable hit by contractor
8. METHOD USED TO RESTORE SERVICE:
9. STEPS TAKEN TO PREVENT RECURRENCE:

Pursuant to Section 0.459 (b) of the Commission Rules, and for reason set forth below,
confidentiality is requested for items:
Reason for confidentiality:

☐ A Request to supplement the showing requested by section 0.459 (b) is hereby made and will be
submitted expeditiously.

Request Supplement:

DATE AND TIME OF REPORT: 06/18/2000 11:04:55 PM

CONTACT AND TELEPHONE #: Marianne Sweeney 800-699-6722

NOTE: Retention period is 6 Years